

Amendment and Response

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

IN THE CLAIMS

Please cancel claims 10-15 without prejudice.

Please add claims 26 and 27.

Please amend claims 1, 9, and 16 as follows:

1. (Currently Amended) A method, comprising:
 - receiving a replaceable printing component from a customer, the replaceable printing component previously installed in a printing device ~~used by~~ of the customer;
 - retrieving printing device data from component memory of the replaceable printing component, the printing device data comprising one or more of identification information or usage information of the printing device in which the replaceable printing component was previously installed;
 - storing the printing device data in a customer database and associating the printing device data with a customer record of the customer;
 - accessing the printing device data in the customer database; and
 - assisting a customer with solving problems related to the printing device by way of the printing device data.
2. (Previously Presented) The method as recited in claim 1, wherein the receiving a replaceable printing component from a customer further comprises receiving the replaceable printing component after the replaceable printing component has been depleted.
3. (Previously Presented) The method as recited in claim 1, wherein the assisting a customer with solving problems related to the printing device further comprises customizing solutions for the customer based on the printing device data.
4. (Previously Presented) The method as recited in claim 1, wherein the accessing the printing device data in the customer database further comprises accessing previously stored database information related to the customer.

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5. (Previously Presented) The method as recited in claim 4, further comprising:
deriving the previously stored database information from component memory of
previously returned replaceable printing components.
6. (Previously Presented) The method as recited in claim 4, further comprising:
deriving the previously stored database information from information submitted by
the customer on a registration card.
7. (Previously Presented) The method as recited in claim 1, wherein the printing device
is a laser printer and the replaceable printing component is a toner cartridge.
8. (Previously Presented) The method as recited in claim 1, further comprising
following certain rules when printing device data associated with a customer meets
certain criteria.
9. (Currently Amended) The method as recited in claim 1, further comprising:
testing the replaceable printing component for a defect;
finding the defect and storing defect information of the defect in the customer
database ~~when the defect is found~~;
associating the defect information to one or more other customers of the customer
database that use a similar replaceable printing component; and
wherein the accessing the printing device data further comprises accessing the defect
information in the customer database.
- 10-15. (Cancelled)

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16. (Currently Amended) A method comprising:

retrieving printing device data from component memory of a plurality of replaceable printing components previously installed in printing devices, the printing device data comprising one or more of identification information or usage information of the printing devices in which the replaceable printing components were previously installed;

compiling the printing device data into a customer database;

accessing the printing device data of the customer database; and

assisting a customer with resolving a problem with a printing device using the printing device data of the customer database.

~~compiling printing device data retrieved from component memory of a plurality of replaceable printing components previously installed in printing devices into a customer database, the printing device data comprising one or more of identification information or usage information of the printing devices in which the replaceable printing components were previously installed;~~

~~accessing the compiled printing device data in the customer database; and~~

~~assisting a specific customer with resolving a problem with a particular printing device using printing device data within the customer database.~~

17. (Previously Presented) The method as recited in claim 16, further comprising storing customer information for a customer in the customer database and associating the customer information with compiled data that is related to a printing device used by the customer.

18. (Previously Presented) The method as recited in claim 17, further comprising acquiring the customer information for the customer from a registration card used to register the customer as the purchaser of the printing device used by the customer.

19. (Previously Presented) The method as recited in claim 17, further comprising associating the customer information with general data related to a printing device or printing device replaceable component used by a customer.

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20-25. (Cancelled)

26. (New) A method, comprising:

- receiving a used replaceable printing component from a customer;
- retrieving printing device data from component memory of the used replaceable printing component, the printing device data comprising one or more of identification information or usage information of a printing device in which the used replaceable printing component was used;
- storing the printing device data in a customer database and associating the printing device data with a customer record of the customer;
- accessing the printing device data of the customer database; and
- assisting a customer with resolving a problem with a printing device using the printing device data of the customer database.

27. (New) A method, comprising:

- after removal of a replaceable printing component from a printing device, retrieving printing device data from component memory of the replaceable printing component, the printing device data comprising one or more of identification information or usage information of the printing device from which the replaceable printing component was removed;
- storing the printing device data in a database;
- accessing the printing device data of the database; and
- assisting a customer with resolving a problem with a printing device using the printing device data of the database.